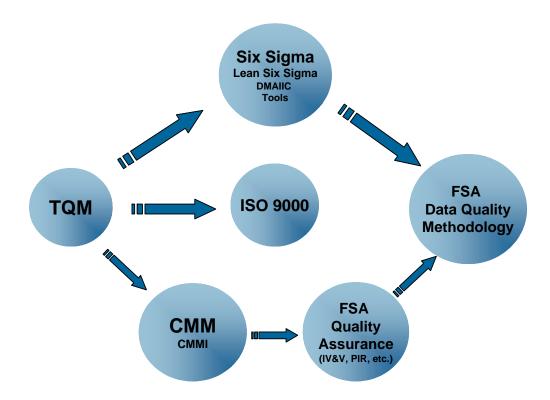


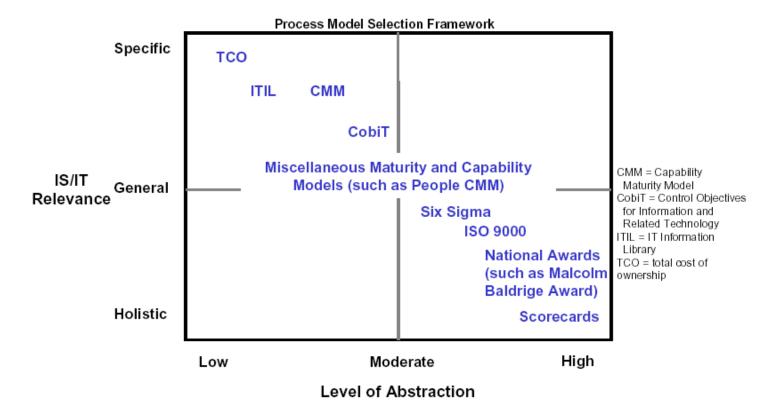
Methodologies Overview



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Methodology Model Comparison

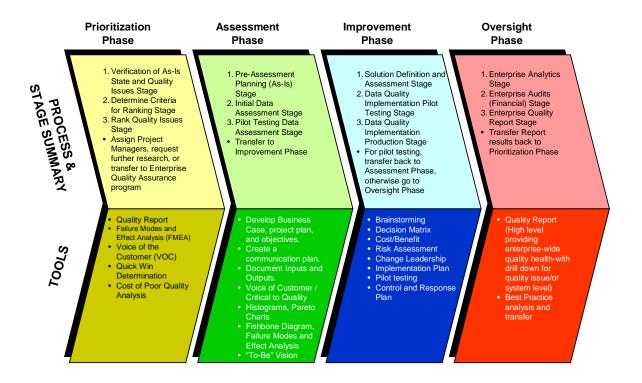


Source: Gartner Research (June 2003)

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Business Process and Tools Mapping

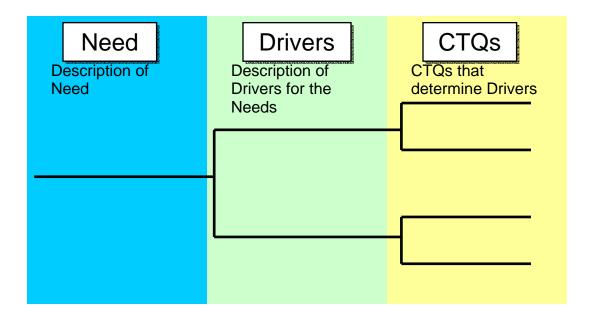


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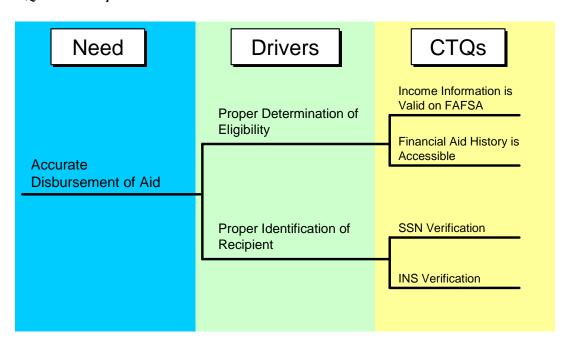
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CTQ Tree Template



CTQ Tree Sample Issue

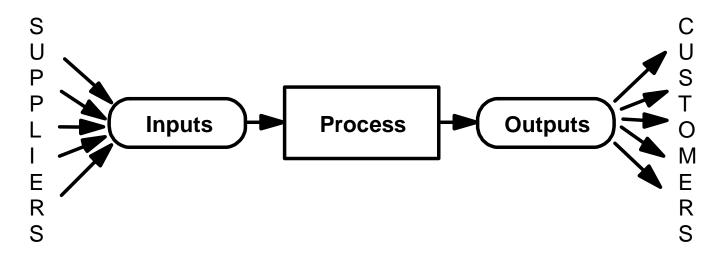


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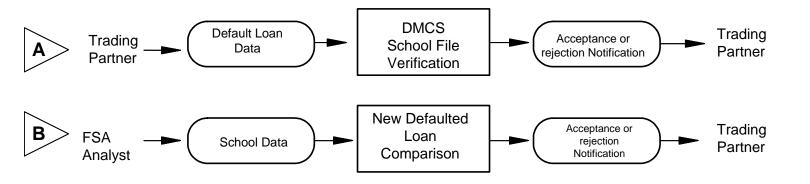
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SIPOC Template



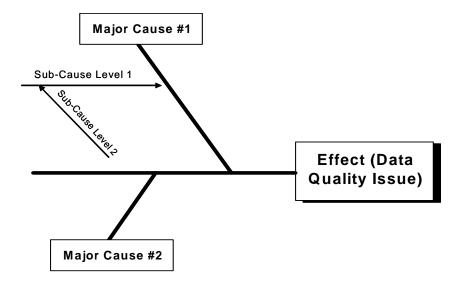
SIPOC Sample Issue



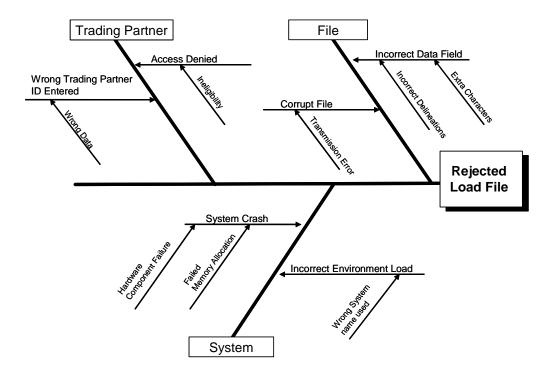
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Fishbone Template



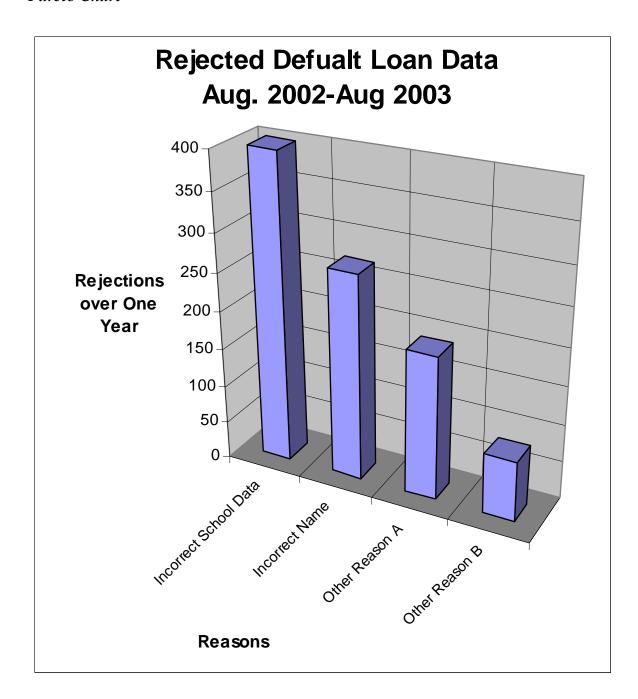
Fishbone Diagram Sample Issue



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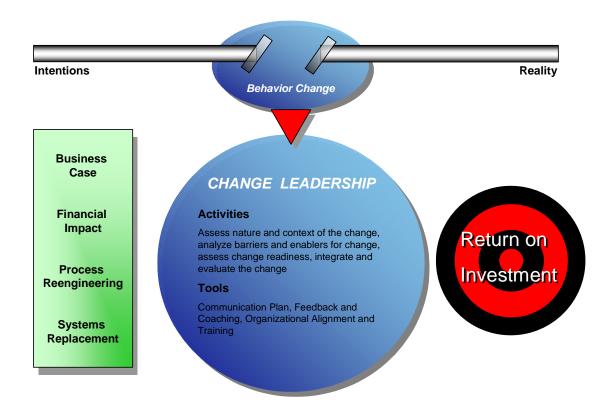
Pareto Chart



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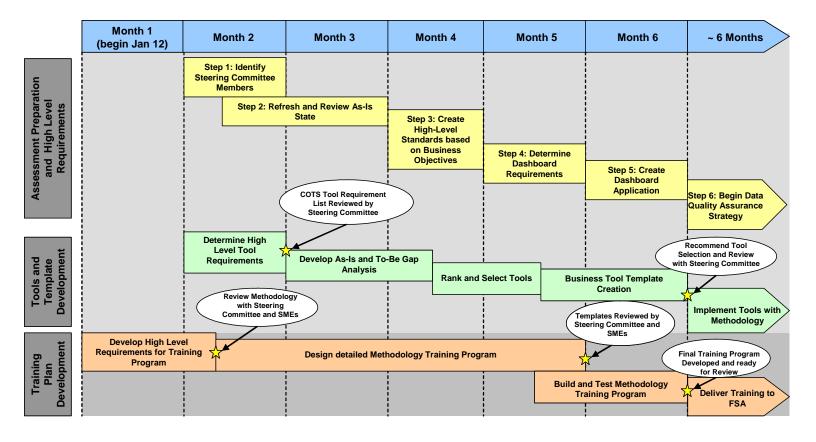
Change Relationship Process



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Implementation Timeline



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